



Recreation Services Department

J O B D E S C R I P T I O N

POSITION: **WATERPARK GUEST SERVICES TEAM MEMBER (AS I)**

WAGE: **\$8.24 - \$8.65 - \$9.08 - \$9.54 - \$10.02 - \$10.52 - \$11.04 – \$11.59 PER HOUR**

JOB DESCRIPTION:

The WP Guest Services Team Member is an hourly employee of the Recreation Services Department who works in a prescribed uniform. The WP Guest Services Team Member is responsible for providing the highest quality of guest service to all guests. The WP Guest Services Team Member is expected to work weekends and holidays on a regular basis.

EXAMPLES OF DUTIES (This is a general description of duties and is not all-inclusive)

- *Provide outstanding guest service while performing assigned duties, including interpreting and conveying information throughout the Park*
- *Complete all daily opening and closing tasks in a timely manner*
- *Assist in protecting and safeguarding all property assets*
- *Complete all point of sale transactions accurately and in a timely manner*
- *Accurately count til amounts at the beginning and end of each shift*
- *Report transactions accurately including cash, coupon, credit card and complimentary sales*
- *Assist in preparing food and guest orders*
- *Resolve guest or associate concerns tactfully and as needed*
- *Assist with Park events as directed*
- *Perform all other duties as assigned*

SUPERVISION EXERCISED AND RECIEVED

The position is supervised by the Guests Services Lead, Food Service/Catering Coordinator, and the Sales Coordinator

MINIMUM QUALIFICATIONS

- *Must be a minimum of sixteen (16) years of age*
- *Must have basic computer knowledge*
- *Must maintain positive and productive working relationships with others*
- *Must have excellent written and oral communication skills*
- *Must be able to handle sensitive and/or stressful situations or information with tact, discretion and significant awareness of confidentiality*
- *Must have the ability to read and interpret documents such as safety rules, operating/maintenance instructions, and procedure manuals*
- *Must have excellent organizational skills and be able to multi-task*
- *Must be team player and partner with other team members in order to complete the assigned tasks*
- *Must complete the required Cashier Standard Operating Procedures training and pass the test*
- *Must be willing and able to work days, nights, weekends, holidays, and overtime as required*

- *Must be able to effectively communicate with children and adults from a variety of ethnic backgrounds*
- *Must be willing to comply with suspected child abuse reporting (11166.5 PC)*
- *Physical requirement include:*
 - *Ability to walk up and down stairs*
 - *Ability to lift and maneuver at least 50 pounds*
 - *Ability to bend, kneel stoop, push, and pull*
 - *Work in an outdoor environment with wet conditions and extreme heat or direct sunlight*
 - *Vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus*

DESIRABLE QUALIFICATIONS

- *Experience in the use and knowledge of a point of sales system and cash handling a plus*
- *Food service experience a plus*

SELECTION PROCESS

Qualified applications will be evaluated on the basis of related experience and quality of presentation. The most highly qualified applicants will be invited to an oral interview. Applicant evaluations will include a written and physical test. Satisfactory candidates will be placed on an eligibility list. Placements are anticipated immediately after the list is established. Some placements may be assigned to emphasize public education as the City's needs require.

APPLICATIONS MAY BE OBTAINED AT: *City of Fremont
Recreation Services Department
3300 Capitol Avenue, Bldg. B
Fremont, CA 94538*

Or online at www.fremont.gov

FOR SPECIFIC QUESTIONS REGARDING THIS POSITION CALL (510) 494-4331

**THE CITY OF FREMONT IS AN EQUAL OPPORTUNITY EMPLOYER.
WE DO NOT DISCRIMINATE ON ANY BASIS.**

The City of Fremont Recreation Services Department will make reasonable efforts in the examination process to accommodate persons with disabilities and for religious reasons. Please advise us of special needs in advance of the examination by calling (510) 494-4347.

The information contained herein is subject to change and does not constitute either an expressed or an implied contract.

FINGERPRINTING & TB TEST ARE REQUIRED FOR THIS POSITION